

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	449	19.90%
Private business or corporation	262	11.61%
Educational institution	490	21.72%
Local government	441	19.55%
Health care provider	195	8.64%
Faith-based organization	222	9.84%
Other public sector organization	197	8.73%
Answered	2,256	100.00%
(skipped this question)	90	

Are you a (select all that apply)...

	Responses	
Community action agency board member	141	6.06%
Community action agency advisory committee member	50	2.15%
Head Start Policy Council member	47	2.02%
None of these apply to me	2,111	90.68%
Answered	2,328	n/a
(skipped this question)	18	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	444	30.88%
4	718	49.93%
3 - Fine or Adequate	225	15.65%
2	37	2.57%
1 - Poor or Poorly	14	0.97%
TOTAL	1,438	100.00%
No relationship	573	28.49%
Answered	2,011	
(skipped this question)	100	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	228	13.69%
4	721	43.28%
3 - Fine or Adequate	541	32.47%
2	126	7.56%
1 - Poor or Poorly	50	3.00%
TOTAL	1,666	100.00%
Unsure	350	17.36%
Answered	2,016	
(skipped this question)	95	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	444	29.56%
4	755	50.27%
3 - Fine or Adequate	251	16.71%
2	36	2.40%
1 - Poor or Poorly	16	1.07%
TOTAL	1,502	100.00%
Unsure	509	25.31%
Answered	2,011	
(skipped this question)	100	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	296	20.86%
4	779	54.90%
3 - Fine or Adequate	287	20.23%
2	40	2.82%
1 - Poor or Poorly	17	1.20%
TOTAL	1,419	100.00%
Unsure	595	29.54%
Answered	2,014	
(skipped this question)	97	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	532	51.60%
4	432	41.90%
3 - Agree	45	4.36%
2	13	1.26%
1 - Strongly Disagree	9	0.87%
TOTAL	1,031	100.00%
N/A (not applicable)	891	46.36%
Answered	1,922	
(skipped this question)	189	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	533	51.45%
4	435	41.99%
3 - Agree	37	3.57%
2	20	1.93%
1 - Strongly Disagree	11	1.06%
TOTAL	1,036	100.00%
N/A (not applicable)	882	45.99%
Answered	1,918	
(skipped this question)	193	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	506	50.15%
4	429	42.52%
3 - Agree	53	5.25%
2	14	1.39%
1 - Strongly Disagree	7	0.69%
TOTAL	1,009	100.00%
N/A (not applicable)	903	47.23%
Answered	1,912	
(skipped this question)	199	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 468
(Contact the DCAA for the individual responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	44	20.47%
Private business or corporation	29	13.49%
Educational institution	27	12.56%
Local government	54	25.12%
Health care provider	20	9.30%
Faith-based organization	22	10.23%
Other public sector organization	19	8.84%
Answered	215	100.00%
(skipped this question)	15	

Are you a (select all that apply)...

	Responses	
Community action agency board member	11	4.82%
Community action agency advisory committee member	2	0.88%
Head Start Policy Council member	2	0.88%
None of these apply to me	214	93.86%
Answered	228	n/a
(skipped this question)	2	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	42	30.00%
4	70	50.00%
3 - Fine or Adequate	20	14.29%
2	7	5.00%
1 - Poor or Poorly	1	0.71%
TOTAL	140	100.00%
No relationship	57	28.93%
Answered	197	
(skipped this question)	17	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	21	12.88%
4	73	44.79%
3 - Fine or Adequate	44	26.99%
2	17	10.43%
1 - Poor or Poorly	8	4.91%
TOTAL	163	100.00%
Unsure	35	17.68%
Answered	198	
(skipped this question)	16	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	44	29.93%
4	77	52.38%
3 - Fine or Adequate	19	12.93%
2	4	2.72%
1 - Poor or Poorly	3	2.04%
TOTAL	147	100.00%
Unsure	51	25.76%
Answered	198	
(skipped this question)	16	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	33	24.26%
4	74	54.41%
3 - Fine or Adequate	24	17.65%
2	3	2.21%
1 - Poor or Poorly	2	1.47%
TOTAL	136	100.00%
Unsure	63	31.66%
Answered	199	
(skipped this question)	15	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	66	58.41%
4	42	37.17%
3 - Agree	1	0.88%
2	3	2.65%
1 - Strongly Disagree	1	0.88%
TOTAL	113	100.00%
N/A (not applicable)	75	39.89%
Answered	188	
(skipped this question)	26	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	64	56.14%
4	42	36.84%
3 - Agree	3	2.63%
2	4	3.51%
1 - Strongly Disagree	1	0.88%
TOTAL	114	100.00%
N/A (not applicable)	75	39.68%
Answered	189	
(skipped this question)	25	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	63	57.27%
4	40	36.36%
3 - Agree	5	4.55%
2	1	0.91%
1 - Strongly Disagree	1	0.91%
TOTAL	110	100.00%
N/A (not applicable)	79	41.80%
Answered	189	
(skipped this question)	25	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: (Contact the DCAA for the individual responses to this question.)	39
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The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	34	21.52%
Private business or corporation	16	10.13%
Educational institution	47	29.75%
Local government	25	15.82%
Health care provider	4	2.53%
Faith-based organization	13	8.23%
Other public sector organization	19	12.03%
Answered	158	100.00%
(skipped this question)	7	

Are you a (select all that apply)...

	Responses	
Community action agency board member	4	2.47%
Community action agency advisory committee member	5	3.09%
Head Start Policy Council member	3	1.85%
None of these apply to me	151	93.21%
Answered	162	n/a
(skipped this question)	3	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	52	41.94%
4	61	49.19%
3 - Fine or Adequate	11	8.87%
2	0	0.00%
1 - Poor or Poorly	0	0.00%
TOTAL	124	100.00%
No relationship	19	13.29%
Answered	143	
(skipped this question)	8	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	12	8.76%
4	75	54.74%
3 - Fine or Adequate	39	28.47%
2	9	6.57%
1 - Poor or Poorly	2	1.46%
TOTAL	137	100.00%
Unsure	7	4.86%
Answered	144	
(skipped this question)	7	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	49	38.89%
4	57	45.24%
3 - Fine or Adequate	19	15.08%
2	1	0.79%
1 - Poor or Poorly	0	0.00%
TOTAL	126	100.00%
Unsure	17	11.89%
Answered	143	
(skipped this question)	8	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	29	23.58%
4	73	59.35%
3 - Fine or Adequate	20	16.26%
2	1	0.81%
1 - Poor or Poorly	0	0.00%
TOTAL	123	100.00%
Unsure	21	14.58%
Answered	144	
(skipped this question)	7	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	63	60.00%
4	39	37.14%
3 - Agree	2	1.90%
2	1	0.95%
1 - Strongly Disagree	0	0.00%
TOTAL	105	100.00%
N/A (not applicable)	32	23.36%
Answered	137	
(skipped this question)	14	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	67	63.81%
4	35	33.33%
3 - Agree	2	1.90%
2	1	0.95%
1 - Strongly Disagree	0	0.00%
TOTAL	105	100.00%
N/A (not applicable)	32	23.36%
Answered	137	
(skipped this question)	14	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	60	59.41%
4	38	37.62%
3 - Agree	1	0.99%
2	2	1.98%
1 - Strongly Disagree	0	0.00%
TOTAL	101	100.00%
N/A (not applicable)	37	26.81%
Answered	138	
(skipped this question)	13	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 31
(Contact the DCAA for the individual responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	35	24.31%
Private business or corporation	6	4.17%
Educational institution	37	25.69%
Local government	32	22.22%
Health care provider	7	4.86%
Faith-based organization	14	9.72%
Other public sector organization	13	9.03%
Answered	144	100.00%
(skipped this question)	5	

Are you a (select all that apply)...

	Responses	
Community action agency board member	13	8.84%
Community action agency advisory committee member	3	2.04%
Head Start Policy Council member	4	2.72%
None of these apply to me	128	87.07%
Answered	147	n/a
(skipped this question)	2	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	22	28.21%
4	36	46.15%
3 - Fine or Adequate	18	23.08%
2	2	2.56%
1 - Poor or Poorly	0	0.00%
TOTAL	78	100.00%
No relationship	45	36.59%
Answered	123	
(skipped this question)	5	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	11	11.70%
4	34	36.17%
3 - Fine or Adequate	37	39.36%
2	9	9.57%
1 - Poor or Poorly	3	3.19%
TOTAL	94	100.00%
Unsure	29	23.58%
Answered	123	
(skipped this question)	5	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	18	23.08%
4	45	57.69%
3 - Fine or Adequate	14	17.95%
2	1	1.28%
1 - Poor or Poorly	0	0.00%
TOTAL	78	100.00%
Unsure	45	36.59%
Answered	123	
(skipped this question)	5	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	12	16.90%
4	37	52.11%
3 - Fine or Adequate	21	29.58%
2	1	1.41%
1 - Poor or Poorly	0	0.00%
TOTAL	71	100.00%
Unsure	51	41.80%
Answered	122	
(skipped this question)	6	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	27	57.45%
4	19	40.43%
3 - Agree	1	2.13%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	47	100.00%
N/A (not applicable)	69	59.48%
Answered	116	
(skipped this question)	12	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	27	55.10%
4	19	38.78%
3 - Agree	3	6.12%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	49	100.00%
N/A (not applicable)	66	57.39%
Answered	115	
(skipped this question)	13	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	26	55.32%
4	17	36.17%
3 - Agree	3	6.38%
2	1	2.13%
1 - Strongly Disagree	0	0.00%
TOTAL	47	100.00%
N/A (not applicable)	69	59.48%
Answered	116	
(skipped this question)	12	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 24
(Contact the DCAA for the individual responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	32	18.50%
Private business or corporation	22	12.72%
Educational institution	18	10.40%
Local government	24	13.87%
Health care provider	47	27.17%
Faith-based organization	18	10.40%
Other public sector organization	12	6.94%
Answered	173	100.00%
(skipped this question)	9	

Are you a (select all that apply)...

	Responses	
Community action agency board member	6	3.31%
Community action agency advisory committee member	3	1.66%
Head Start Policy Council member	2	1.10%
None of these apply to me	171	94.48%
Answered	181	n/a
(skipped this question)	1	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	36	30.51%
4	63	53.39%
3 - Fine or Adequate	18	15.25%
2	0	0.00%
1 - Poor or Poorly	1	0.85%
TOTAL	118	100.00%
No relationship	46	28.05%
Answered	164	
(skipped this question)	7	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	23	17.56%
4	63	48.09%
3 - Fine or Adequate	38	29.01%
2	5	3.82%
1 - Poor or Poorly	2	1.53%
TOTAL	131	100.00%
Unsure	33	20.12%
Answered	164	
(skipped this question)	7	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	38	29.46%
4	71	55.04%
3 - Fine or Adequate	17	13.18%
2	1	0.78%
1 - Poor or Poorly	2	1.55%
TOTAL	129	100.00%
Unsure	35	21.34%
Answered	164	
(skipped this question)	7	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	24	19.05%
4	74	58.73%
3 - Fine or Adequate	24	19.05%
2	2	1.59%
1 - Poor or Poorly	2	1.59%
TOTAL	126	100.00%
Unsure	38	23.17%
Answered	164	
(skipped this question)	7	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	43	46.24%
4	41	44.09%
3 - Agree	4	4.30%
2	3	3.23%
1 - Strongly Disagree	2	2.15%
TOTAL	93	100.00%
N/A (not applicable)	63	40.38%
Answered	156	
(skipped this question)	15	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	43	46.74%
4	41	44.57%
3 - Agree	3	3.26%
2	2	2.17%
1 - Strongly Disagree	3	3.26%
TOTAL	92	100.00%
N/A (not applicable)	64	41.03%
Answered	156	
(skipped this question)	15	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	42	47.19%
4	38	42.70%
3 - Agree	8	8.99%
2	1	1.12%
1 - Strongly Disagree	0	0.00%
TOTAL	89	100.00%
N/A (not applicable)	65	42.21%
Answered	154	
(skipped this question)	17	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 39
(Contact the DCAA for the individual responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	13	18.84%
Private business or corporation	6	8.70%
Educational institution	9	13.04%
Local government	26	37.68%
Health care provider	3	4.35%
Faith-based organization	6	8.70%
Other public sector organization	6	8.70%
Answered	69	100.00%
(skipped this question)	1	

Are you a (select all that apply)...

	Responses	
Community action agency board member	6	8.57%
Community action agency advisory committee member	1	1.43%
Head Start Policy Council member	0	0.00%
None of these apply to me	63	90.00%
Answered	70	n/a
(skipped this question)	0	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	15	28.85%
4	26	50.00%
3 - Fine or Adequate	10	19.23%
2	1	1.92%
1 - Poor or Poorly	0	0.00%
TOTAL	52	100.00%
No relationship	9	14.75%
Answered	61	
(skipped this question)	2	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	5	8.77%
4	28	49.12%
3 - Fine or Adequate	22	38.60%
2	2	3.51%
1 - Poor or Poorly	0	0.00%
TOTAL	57	100.00%
Unsure	4	6.56%
Answered	61	
(skipped this question)	2	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	19	36.54%
4	26	50.00%
3 - Fine or Adequate	6	11.54%
2	1	1.92%
1 - Poor or Poorly	0	0.00%
TOTAL	52	100.00%
Unsure	9	14.75%
Answered	61	
(skipped this question)	2	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	13	24.53%
4	32	60.38%
3 - Fine or Adequate	8	15.09%
2	0	0.00%
1 - Poor or Poorly	0	0.00%
TOTAL	53	100.00%
Unsure	8	13.11%
Answered	61	
(skipped this question)	2	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	16	40.00%
4	20	50.00%
3 - Agree	2	5.00%
2	1	2.50%
1 - Strongly Disagree	1	2.50%
TOTAL	40	100.00%
N/A (not applicable)	18	31.03%
Answered	58	
(skipped this question)	5	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	18	42.86%
4	20	47.62%
3 - Agree	2	4.76%
2	2	4.76%
1 - Strongly Disagree	0	0.00%
TOTAL	42	100.00%
N/A (not applicable)	16	27.59%
Answered	58	
(skipped this question)	5	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	14	34.15%
4	22	53.66%
3 - Agree	4	9.76%
2	1	2.44%
1 - Strongly Disagree	0	0.00%
TOTAL	41	100.00%
N/A (not applicable)	17	29.31%
Answered	58	
(skipped this question)	5	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 22
(Contact the DCAA for the individual responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	14	12.17%
Private business or corporation	16	13.91%
Educational institution	27	23.48%
Local government	23	20.00%
Health care provider	8	6.96%
Faith-based organization	19	16.52%
Other public sector organization	8	6.96%
Answered	115	100.00%
(skipped this question)	5	

Are you a (select all that apply)...

	Responses	
Community action agency board member	9	7.56%
Community action agency advisory committee member	1	0.84%
Head Start Policy Council member	6	5.04%
None of these apply to me	104	87.39%
Answered	119	n/a
(skipped this question)	1	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	16	26.23%
4	29	47.54%
3 - Fine or Adequate	14	22.95%
2	2	3.28%
1 - Poor or Poorly	0	0.00%
TOTAL	61	100.00%
No relationship	36	37.11%
Answered	97	
(skipped this question)	7	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	9	12.50%
4	25	34.72%
3 - Fine or Adequate	29	40.28%
2	6	8.33%
1 - Poor or Poorly	3	4.17%
TOTAL	72	100.00%
Unsure	26	26.53%
Answered	98	
(skipped this question)	6	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	22	31.88%
4	33	47.83%
3 - Fine or Adequate	13	18.84%
2	0	0.00%
1 - Poor or Poorly	1	1.45%
TOTAL	69	100.00%
Unsure	29	29.59%
Answered	98	
(skipped this question)	6	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	11	17.74%
4	34	54.84%
3 - Fine or Adequate	17	27.42%
2	0	0.00%
1 - Poor or Poorly	0	0.00%
TOTAL	62	100.00%
Unsure	36	36.73%
Answered	98	
(skipped this question)	6	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	17	47.22%
4	17	47.22%
3 - Agree	2	5.56%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	36	100.00%
N/A (not applicable)	56	60.87%
Answered	92	
(skipped this question)	12	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	18	48.65%
4	15	40.54%
3 - Agree	2	5.41%
2	2	5.41%
1 - Strongly Disagree	0	0.00%
TOTAL	37	100.00%
N/A (not applicable)	55	59.78%
Answered	92	
(skipped this question)	12	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	15	38.46%
4	20	51.28%
3 - Agree	3	7.69%
2	1	2.56%
1 - Strongly Disagree	0	0.00%
TOTAL	39	100.00%
N/A (not applicable)	53	57.61%
Answered	92	
(skipped this question)	12	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 16
(Contact the DCAA for the individual responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	34	34.69%
Private business or corporation	14	14.29%
Educational institution	14	14.29%
Local government	14	14.29%
Health care provider	7	7.14%
Faith-based organization	9	9.18%
Other public sector organization	6	6.12%
Answered	98	100.00%
(skipped this question)	6	

Are you a (select all that apply)...

	Responses	
Community action agency board member	5	4.81%
Community action agency advisory committee member	1	0.96%
Head Start Policy Council member	10	9.62%
None of these apply to me	89	85.58%
Answered	104	n/a
(skipped this question)	0	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	11	20.37%
4	25	46.30%
3 - Fine or Adequate	14	25.93%
2	2	3.70%
1 - Poor or Poorly	2	3.70%
TOTAL	54	100.00%
No relationship	29	34.94%
Answered	83	
(skipped this question)	6	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	7	10.61%
4	19	28.79%
3 - Fine or Adequate	32	48.48%
2	5	7.58%
1 - Poor or Poorly	3	4.55%
TOTAL	66	100.00%
Unsure	17	20.48%
Answered	83	
(skipped this question)	6	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	12	21.43%
4	25	44.64%
3 - Fine or Adequate	11	19.64%
2	4	7.14%
1 - Poor or Poorly	4	7.14%
TOTAL	56	100.00%
Unsure	27	32.53%
Answered	83	
(skipped this question)	6	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	8	16.33%
4	20	40.82%
3 - Fine or Adequate	14	28.57%
2	4	8.16%
1 - Poor or Poorly	3	6.12%
TOTAL	49	100.00%
Unsure	34	40.96%
Answered	83	
(skipped this question)	6	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	16	44.44%
4	14	38.89%
3 - Agree	2	5.56%
2	0	0.00%
1 - Strongly Disagree	4	11.11%
TOTAL	36	100.00%
N/A (not applicable)	41	53.25%
Answered	77	
(skipped this question)	12	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	17	45.95%
4	16	43.24%
3 - Agree	0	0.00%
2	0	0.00%
1 - Strongly Disagree	4	10.81%
TOTAL	37	100.00%
N/A (not applicable)	38	50.67%
Answered	75	
(skipped this question)	14	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	17	47.22%
4	14	38.89%
3 - Agree	1	2.78%
2	0	0.00%
1 - Strongly Disagree	4	11.11%
TOTAL	36	100.00%
N/A (not applicable)	40	52.63%
Answered	76	
(skipped this question)	13	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 14
(Contact the DCAA for the individual responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	25	14.97%
Private business or corporation	18	10.78%
Educational institution	44	26.35%
Local government	41	24.55%
Health care provider	18	10.78%
Faith-based organization	15	8.98%
Other public sector organization	6	3.59%
Answered	167	100.00%
(skipped this question)	4	

Are you a (select all that apply)...

	Responses	
Community action agency board member	14	8.28%
Community action agency advisory committee member	2	1.18%
Head Start Policy Council member	0	0.00%
None of these apply to me	153	90.53%
Answered	169	n/a
(skipped this question)	2	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	29	27.36%
4	60	56.60%
3 - Fine or Adequate	11	10.38%
2	3	2.83%
1 - Poor or Poorly	3	2.83%
TOTAL	106	100.00%
No relationship	41	27.89%
Answered	147	
(skipped this question)	6	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	15	12.50%
4	48	40.00%
3 - Fine or Adequate	44	36.67%
2	8	6.67%
1 - Poor or Poorly	5	4.17%
TOTAL	120	100.00%
Unsure	27	18.37%
Answered	147	
(skipped this question)	6	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	31	28.18%
4	56	50.91%
3 - Fine or Adequate	20	18.18%
2	2	1.82%
1 - Poor or Poorly	1	0.91%
TOTAL	110	100.00%
Unsure	37	25.17%
Answered	147	
(skipped this question)	6	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	20	19.80%
4	58	57.43%
3 - Fine or Adequate	20	19.80%
2	1	0.99%
1 - Poor or Poorly	2	1.98%
TOTAL	101	100.00%
Unsure	45	30.82%
Answered	146	
(skipped this question)	7	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	35	47.30%
4	35	47.30%
3 - Agree	2	2.70%
2	1	1.35%
1 - Strongly Disagree	1	1.35%
TOTAL	74	100.00%
N/A (not applicable)	68	47.89%
Answered	142	
(skipped this question)	11	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	33	44.59%
4	39	52.70%
3 - Agree	1	1.35%
2	0	0.00%
1 - Strongly Disagree	1	1.35%
TOTAL	74	100.00%
N/A (not applicable)	68	47.89%
Answered	142	
(skipped this question)	11	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	33	44.59%
4	37	50.00%
3 - Agree	2	2.70%
2	1	1.35%
1 - Strongly Disagree	1	1.35%
TOTAL	74	100.00%
N/A (not applicable)	68	47.89%
Answered	142	
(skipped this question)	11	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 30
(Contact the DCAA for the individual responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	31	29.52%
Private business or corporation	8	7.62%
Educational institution	3	2.86%
Local government	37	35.24%
Health care provider	15	14.29%
Faith-based organization	5	4.76%
Other public sector organization	6	5.71%
Answered	105	100.00%
(skipped this question)	8	

Are you a (select all that apply)...

	Responses	
Community action agency board member	13	11.50%
Community action agency advisory committee member	5	4.42%
Head Start Policy Council member	2	1.77%
None of these apply to me	96	84.96%
Answered	113	n/a
(skipped this question)	0	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	15	22.39%
4	33	49.25%
3 - Fine or Adequate	15	22.39%
2	2	2.99%
1 - Poor or Poorly	2	2.99%
TOTAL	67	100.00%
No relationship	26	27.96%
Answered	93	
(skipped this question)	3	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	12	14.46%
4	35	42.17%
3 - Fine or Adequate	27	32.53%
2	8	9.64%
1 - Poor or Poorly	1	1.20%
TOTAL	83	100.00%
Unsure	10	10.75%
Answered	93	
(skipped this question)	3	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	14	19.44%
4	36	50.00%
3 - Fine or Adequate	16	22.22%
2	5	6.94%
1 - Poor or Poorly	1	1.39%
TOTAL	72	100.00%
Unsure	20	21.74%
Answered	92	
(skipped this question)	4	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	12	17.39%
4	32	46.38%
3 - Fine or Adequate	22	31.88%
2	2	2.90%
1 - Poor or Poorly	1	1.45%
TOTAL	69	100.00%
Unsure	24	25.81%
Answered	93	
(skipped this question)	3	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	15	32.61%
4	24	52.17%
3 - Agree	5	10.87%
2	2	4.35%
1 - Strongly Disagree	0	0.00%
TOTAL	46	100.00%
N/A (not applicable)	42	47.73%
Answered	88	
(skipped this question)	8	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	17	36.17%
4	22	46.81%
3 - Agree	6	12.77%
2	1	2.13%
1 - Strongly Disagree	1	2.13%
TOTAL	47	100.00%
N/A (not applicable)	42	47.19%
Answered	89	
(skipped this question)	7	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	22	46.81%
4	18	38.30%
3 - Agree	6	12.77%
2	1	2.13%
1 - Strongly Disagree	0	0.00%
TOTAL	47	100.00%
N/A (not applicable)	42	47.19%
Answered	89	
(skipped this question)	7	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 27
(Contact the DCAA for the individual responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	34	37.78%
Private business or corporation	11	12.22%
Educational institution	7	7.78%
Local government	14	15.56%
Health care provider	5	5.56%
Faith-based organization	8	8.89%
Other public sector organization	11	12.22%
Answered	90	100.00%
(skipped this question)	2	

Are you a (select all that apply)...

	Responses	
Community action agency board member	9	9.78%
Community action agency advisory committee member	2	2.17%
Head Start Policy Council member	1	1.09%
None of these apply to me	81	88.04%
Answered	92	n/a
(skipped this question)	0	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	24	36.36%
4	33	50.00%
3 - Fine or Adequate	8	12.12%
2	0	0.00%
1 - Poor or Poorly	1	1.52%
TOTAL	66	100.00%
No relationship	9	12.00%
Answered	75	
(skipped this question)	6	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	14	19.72%
4	34	47.89%
3 - Fine or Adequate	18	25.35%
2	4	5.63%
1 - Poor or Poorly	1	1.41%
TOTAL	71	100.00%
Unsure	5	6.58%
Answered	76	
(skipped this question)	5	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	31	44.93%
4	30	43.48%
3 - Fine or Adequate	8	11.59%
2	0	0.00%
1 - Poor or Poorly	0	0.00%
TOTAL	69	100.00%
Unsure	7	9.21%
Answered	76	
(skipped this question)	5	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	19	28.79%
4	41	62.12%
3 - Fine or Adequate	5	7.58%
2	1	1.52%
1 - Poor or Poorly	0	0.00%
TOTAL	66	100.00%
Unsure	10	13.16%
Answered	76	
(skipped this question)	5	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	26	50.98%
4	24	47.06%
3 - Agree	1	1.96%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	51	100.00%
N/A (not applicable)	22	30.14%
Answered	73	
(skipped this question)	8	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	27	52.94%
4	22	43.14%
3 - Agree	2	3.92%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	51	100.00%
N/A (not applicable)	22	30.14%
Answered	73	
(skipped this question)	8	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	24	47.06%
4	24	47.06%
3 - Agree	2	3.92%
2	1	1.96%
1 - Strongly Disagree	0	0.00%
TOTAL	51	100.00%
N/A (not applicable)	22	30.14%
Answered	73	
(skipped this question)	8	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 31
(Contact the DCAA for the individual responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	32	16.75%
Private business or corporation	8	4.19%
Educational institution	95	49.74%
Local government	27	14.14%
Health care provider	4	2.09%
Faith-based organization	16	8.38%
Other public sector organization	9	4.71%
Answered	191	100.00%
(skipped this question)	0	

Are you a (select all that apply)...

	Responses	
Community action agency board member	12	6.28%
Community action agency advisory committee member	5	2.62%
Head Start Policy Council member	0	0.00%
None of these apply to me	177	92.67%
Answered	191	n/a
(skipped this question)	0	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	19	21.84%
4	43	49.43%
3 - Fine or Adequate	17	19.54%
2	6	6.90%
1 - Poor or Poorly	2	2.30%
TOTAL	87	100.00%
No relationship	81	48.21%
Answered	168	
(skipped this question)	9	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	12	10.71%
4	44	39.29%
3 - Fine or Adequate	29	25.89%
2	21	18.75%
1 - Poor or Poorly	6	5.36%
TOTAL	112	100.00%
Unsure	56	33.33%
Answered	168	
(skipped this question)	9	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	11	12.09%
4	55	60.44%
3 - Fine or Adequate	21	23.08%
2	4	4.40%
1 - Poor or Poorly	0	0.00%
TOTAL	91	100.00%
Unsure	76	45.51%
Answered	167	
(skipped this question)	10	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	11	12.94%
4	50	58.82%
3 - Fine or Adequate	15	17.65%
2	8	9.41%
1 - Poor or Poorly	1	1.18%
TOTAL	85	100.00%
Unsure	82	49.10%
Answered	167	
(skipped this question)	10	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	19	38.00%
4	25	50.00%
3 - Agree	6	12.00%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	50	100.00%
N/A (not applicable)	107	68.15%
Answered	157	
(skipped this question)	20	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	18	36.00%
4	26	52.00%
3 - Agree	3	6.00%
2	3	6.00%
1 - Strongly Disagree	0	0.00%
TOTAL	50	100.00%
N/A (not applicable)	107	68.15%
Answered	157	
(skipped this question)	20	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	18	36.73%
4	27	55.10%
3 - Agree	3	6.12%
2	0	0.00%
1 - Strongly Disagree	1	2.04%
TOTAL	49	100.00%
N/A (not applicable)	107	68.59%
Answered	156	
(skipped this question)	21	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 32
(Contact the DCAA for the individual responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	20	18.18%
Private business or corporation	17	15.45%
Educational institution	23	20.91%
Local government	21	19.09%
Health care provider	12	10.91%
Faith-based organization	9	8.18%
Other public sector organization	8	7.27%
Answered	110	100.00%
(skipped this question)	5	

Are you a (select all that apply)...

	Responses	
Community action agency board member	10	8.77%
Community action agency advisory committee member	4	3.51%
Head Start Policy Council member	0	0.00%
None of these apply to me	102	89.47%
Answered	114	n/a
(skipped this question)	1	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	13	22.03%
4	32	54.24%
3 - Fine or Adequate	13	22.03%
2	1	1.69%
1 - Poor or Poorly	0	0.00%
TOTAL	59	100.00%
No relationship	35	37.23%
Answered	94	
(skipped this question)	8	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	10	14.29%
4	28	40.00%
3 - Fine or Adequate	25	35.71%
2	5	7.14%
1 - Poor or Poorly	2	2.86%
TOTAL	70	100.00%
Unsure	25	26.32%
Answered	95	
(skipped this question)	7	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	10	17.54%
4	28	49.12%
3 - Fine or Adequate	18	31.58%
2	1	1.75%
1 - Poor or Poorly	0	0.00%
TOTAL	57	100.00%
Unsure	36	38.71%
Answered	93	
(skipped this question)	9	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	7	12.28%
4	30	52.63%
3 - Fine or Adequate	19	33.33%
2	1	1.75%
1 - Poor or Poorly	0	0.00%
TOTAL	57	100.00%
Unsure	37	39.36%
Answered	94	
(skipped this question)	8	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	24	52.17%
4	18	39.13%
3 - Agree	4	8.70%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	46	100.00%
N/A (not applicable)	45	49.45%
Answered	91	
(skipped this question)	11	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	22	48.89%
4	19	42.22%
3 - Agree	2	4.44%
2	2	4.44%
1 - Strongly Disagree	0	0.00%
TOTAL	45	100.00%
N/A (not applicable)	46	50.55%
Answered	91	
(skipped this question)	11	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	19	45.24%
4	18	42.86%
3 - Agree	5	11.90%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	42	100.00%
N/A (not applicable)	49	53.85%
Answered	91	
(skipped this question)	11	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 21
(Contact the DCAA for the individual responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	27	17.88%
Private business or corporation	14	9.27%
Educational institution	34	22.52%
Local government	30	19.87%
Health care provider	12	7.95%
Faith-based organization	16	10.60%
Other public sector organization	18	11.92%
Answered	151	100.00%
(skipped this question)	4	

Are you a (select all that apply)...

	Responses	
Community action agency board member	3	1.96%
Community action agency advisory committee member	4	2.61%
Head Start Policy Council member	0	0.00%
None of these apply to me	149	97.39%
Answered	153	n/a
(skipped this question)	2	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	28	25.69%
4	58	53.21%
3 - Fine or Adequate	20	18.35%
2	3	2.75%
1 - Poor or Poorly	0	0.00%
TOTAL	109	100.00%
No relationship	33	23.24%
Answered	142	
(skipped this question)	7	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	15	11.54%
4	57	43.85%
3 - Fine or Adequate	43	33.08%
2	12	9.23%
1 - Poor or Poorly	3	2.31%
TOTAL	130	100.00%
Unsure	12	8.45%
Answered	142	
(skipped this question)	7	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	32	26.67%
4	54	45.00%
3 - Fine or Adequate	28	23.33%
2	4	3.33%
1 - Poor or Poorly	2	1.67%
TOTAL	120	100.00%
Unsure	23	16.08%
Answered	143	
(skipped this question)	6	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	19	17.12%
4	57	51.35%
3 - Fine or Adequate	27	24.32%
2	6	5.41%
1 - Poor or Poorly	2	1.80%
TOTAL	111	100.00%
Unsure	32	22.38%
Answered	143	
(skipped this question)	6	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	30	46.15%
4	31	47.69%
3 - Agree	3	4.62%
2	1	1.54%
1 - Strongly Disagree	0	0.00%
TOTAL	65	100.00%
N/A (not applicable)	74	53.24%
Answered	139	
(skipped this question)	10	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	32	49.23%
4	28	43.08%
3 - Agree	2	3.08%
2	2	3.08%
1 - Strongly Disagree	1	1.54%
TOTAL	65	100.00%
N/A (not applicable)	74	53.24%
Answered	139	
(skipped this question)	10	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	30	46.88%
4	30	46.88%
3 - Agree	2	3.13%
2	2	3.13%
1 - Strongly Disagree	0	0.00%
TOTAL	64	100.00%
N/A (not applicable)	74	53.62%
Answered	138	
(skipped this question)	11	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 38
(Contact the DCAA for the individual responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	23	20.00%
Private business or corporation	30	26.09%
Educational institution	17	14.78%
Local government	5	4.35%
Health care provider	10	8.70%
Faith-based organization	14	12.17%
Other public sector organization	16	13.91%
Answered	115	100.00%
(skipped this question)	7	

Are you a (select all that apply)...

	Responses	
Community action agency board member	4	3.33%
Community action agency advisory committee member	3	2.50%
Head Start Policy Council member	2	1.67%
None of these apply to me	112	93.33%
Answered	120	n/a
(skipped this question)	2	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	23	27.71%
4	44	53.01%
3 - Fine or Adequate	12	14.46%
2	3	3.61%
1 - Poor or Poorly	1	1.20%
TOTAL	83	100.00%
No relationship	26	23.85%
Answered	109	
(skipped this question)	3	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	11	11.96%
4	44	47.83%
3 - Fine or Adequate	32	34.78%
2	3	3.26%
1 - Poor or Poorly	2	2.17%
TOTAL	92	100.00%
Unsure	17	15.60%
Answered	109	
(skipped this question)	3	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	20	23.81%
4	47	55.95%
3 - Fine or Adequate	14	16.67%
2	2	2.38%
1 - Poor or Poorly	1	1.19%
TOTAL	84	100.00%
Unsure	24	22.22%
Answered	108	
(skipped this question)	4	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	16	19.28%
4	46	55.42%
3 - Fine or Adequate	17	20.48%
2	2	2.41%
1 - Poor or Poorly	2	2.41%
TOTAL	83	100.00%
Unsure	26	23.85%
Answered	109	
(skipped this question)	3	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	30	47.62%
4	26	41.27%
3 - Agree	6	9.52%
2	1	1.59%
1 - Strongly Disagree	0	0.00%
TOTAL	63	100.00%
N/A (not applicable)	45	41.67%
Answered	108	
(skipped this question)	4	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	29	46.03%
4	31	49.21%
3 - Agree	3	4.76%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	63	100.00%
N/A (not applicable)	44	41.12%
Answered	107	
(skipped this question)	5	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	26	44.83%
4	27	46.55%
3 - Agree	4	6.90%
2	1	1.72%
1 - Strongly Disagree	0	0.00%
TOTAL	58	100.00%
N/A (not applicable)	48	45.28%
Answered	106	
(skipped this question)	6	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: (Contact the DCAA for the individual responses to this question.)	20
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The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	12	13.64%
Private business or corporation	6	6.82%
Educational institution	16	18.18%
Local government	26	29.55%
Health care provider	6	6.82%
Faith-based organization	9	10.23%
Other public sector organization	13	14.77%
Answered	88	100.00%
(skipped this question)	3	

Are you a (select all that apply)...

	Responses	
Community action agency board member	6	6.67%
Community action agency advisory committee member	6	6.67%
Head Start Policy Council member	8	8.89%
None of these apply to me	72	80.00%
Answered	90	n/a
(skipped this question)	1	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	18	35.29%
4	26	50.98%
3 - Fine or Adequate	6	11.76%
2	1	1.96%
1 - Poor or Poorly	0	0.00%
TOTAL	51	100.00%
No relationship	21	29.17%
Answered	72	
(skipped this question)	0	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	6	10.17%
4	31	52.54%
3 - Fine or Adequate	17	28.81%
2	4	6.78%
1 - Poor or Poorly	1	1.69%
TOTAL	59	100.00%
Unsure	13	18.06%
Answered	72	
(skipped this question)	0	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	18	33.96%
4	26	49.06%
3 - Fine or Adequate	8	15.09%
2	1	1.89%
1 - Poor or Poorly	0	0.00%
TOTAL	53	100.00%
Unsure	19	26.39%
Answered	72	
(skipped this question)	0	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	14	26.92%
4	26	50.00%
3 - Fine or Adequate	8	15.38%
2	3	5.77%
1 - Poor or Poorly	1	1.92%
TOTAL	52	100.00%
Unsure	20	27.78%
Answered	72	
(skipped this question)	0	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	19	61.29%
4	11	35.48%
3 - Agree	1	3.23%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	31	100.00%
N/A (not applicable)	37	54.41%
Answered	68	
(skipped this question)	4	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	15	50.00%
4	14	46.67%
3 - Agree	1	3.33%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	30	100.00%
N/A (not applicable)	37	55.22%
Answered	67	
(skipped this question)	5	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	16	53.33%
4	13	43.33%
3 - Agree	1	3.33%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	30	100.00%
N/A (not applicable)	36	54.55%
Answered	66	
(skipped this question)	6	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 16
(Contact the DCAA for the individual responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	18	12.33%
Private business or corporation	11	7.53%
Educational institution	53	36.30%
Local government	29	19.86%
Health care provider	8	5.48%
Faith-based organization	16	10.96%
Other public sector organization	11	7.53%
Answered	146	100.00%
(skipped this question)	3	

Are you a (select all that apply)...

	Responses	
Community action agency board member	8	5.37%
Community action agency advisory committee member	1	0.67%
Head Start Policy Council member	1	0.67%
None of these apply to me	139	93.29%
Answered	149	n/a
(skipped this question)	0	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	26	27.37%
4	48	50.53%
3 - Fine or Adequate	17	17.89%
2	3	3.16%
1 - Poor or Poorly	1	1.05%
TOTAL	95	100.00%
No relationship	41	30.15%
Answered	136	
(skipped this question)	3	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	22	20.18%
4	35	32.11%
3 - Fine or Adequate	41	37.61%
2	5	4.59%
1 - Poor or Poorly	6	5.50%
TOTAL	109	100.00%
Unsure	27	19.85%
Answered	136	
(skipped this question)	3	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	23	25.56%
4	50	55.56%
3 - Fine or Adequate	11	12.22%
2	5	5.56%
1 - Poor or Poorly	1	1.11%
TOTAL	90	100.00%
Unsure	46	33.82%
Answered	136	
(skipped this question)	3	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	12	14.12%
4	51	60.00%
3 - Fine or Adequate	16	18.82%
2	5	5.88%
1 - Poor or Poorly	1	1.18%
TOTAL	85	100.00%
Unsure	51	37.50%
Answered	136	
(skipped this question)	3	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	33	51.56%
4	28	43.75%
3 - Agree	3	4.69%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	64	100.00%
N/A (not applicable)	64	50.00%
Answered	128	
(skipped this question)	11	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	34	53.13%
4	27	42.19%
3 - Agree	2	3.13%
2	1	1.56%
1 - Strongly Disagree	0	0.00%
TOTAL	64	100.00%
N/A (not applicable)	64	50.00%
Answered	128	
(skipped this question)	11	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	29	46.03%
4	31	49.21%
3 - Agree	2	3.17%
2	1	1.59%
1 - Strongly Disagree	0	0.00%
TOTAL	63	100.00%
N/A (not applicable)	63	50.00%
Answered	126	
(skipped this question)	13	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 31
(Contact the DCAA for the responses to this question.)

The following two questions only applied to individuals who are not community action agency employees.

What community group do you belong to? Select the one that best describes the group you are representing:

	Responses	
Community-based organization	21	17.36%
Private business or corporation	30	24.79%
Educational institution	19	15.70%
Local government	13	10.74%
Health care provider	9	7.44%
Faith-based organization	13	10.74%
Other public sector organization	16	13.22%
Answered	121	100.00%
(skipped this question)	6	

Are you a (select all that apply)...

	Responses	
Community action agency board member	8	6.35%
Community action agency advisory committee member	2	1.59%
Head Start Policy Council member	6	4.76%
None of these apply to me	110	87.30%
Answered	126	n/a
(skipped this question)	1	

Questions #1 through #8 only applied to individuals who are not community action agency employees, governing board members, Head Start Policy Council members, or community action advisory committee members.

IN YOUR OPINION, ON A SCALE OF 1 TO 5 (1=POOR/POORLY, 3=FINE/ADEQUATE, AND 5=EXCELLENT) PLEASE RATE THE FOLLOWING:

1. Your relationship or partnership with our community action agency

	Responses	
5 - Excellent	55	62.50%
4	31	35.23%
3 - Fine or Adequate	1	1.14%
2	1	1.14%
1 - Poor or Poorly	0	0.00%
TOTAL	88	100.00%
No relationship	19	17.76%
Answered	107	
(skipped this question)	3	

2. Your familiarity with our agency programs and services

	Responses	
5 - Excellent	23	23.00%
4	48	48.00%
3 - Fine or Adequate	24	24.00%
2	3	3.00%
1 - Poor or Poorly	2	2.00%
TOTAL	100	100.00%
Unsure	7	6.54%
Answered	107	
(skipped this question)	3	

3. How well our agency is valued in your community

	Responses	
5 - Excellent	52	52.53%
4	39	39.39%
3 - Fine or Adequate	8	8.08%
2	0	0.00%
1 - Poor or Poorly	0	0.00%
TOTAL	99	100.00%
Unsure	8	7.48%
Answered	107	
(skipped this question)	3	

4. How well our agency is meeting the needs of the low-income people in your community

	Responses	
5 - Excellent	36	40.00%
4	44	48.89%
3 - Fine or Adequate	10	11.11%
2	0	0.00%
1 - Poor or Poorly	0	0.00%
TOTAL	90	100.00%
Unsure	17	15.89%
Answered	107	
(skipped this question)	3	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, ON A SCALE OF 1 TO 5 (1=STRONGLY DISAGREE, 3=AGREE, AND 5=STRONGLY AGREE) PLEASE RATE THE FOLLOWING:

5. Our staff were friendly and helpful

	Responses	
5 - Strongly Agree	53	74.65%
4	18	25.35%
3 - Agree	0	0.00%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	71	100.00%
N/A (not applicable)	33	31.73%
Answered	104	
(skipped this question)	6	

6. Our agency conducted business in a professional manner

	Responses	
5 - Strongly Agree	52	73.24%
4	19	26.76%
3 - Agree	0	0.00%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	71	100.00%
N/A (not applicable)	32	31.07%
Answered	103	
(skipped this question)	7	

7. Our staff had a thorough knowledge of our agency programs and services

	Responses	
5 - Strongly Agree	52	76.47%
4	15	22.06%
3 - Agree	1	1.47%
2	0	0.00%
1 - Strongly Disagree	0	0.00%
TOTAL	68	100.00%
N/A (not applicable)	34	33.33%
Answered	102	
(skipped this question)	8	

IF YOU CONNECTED WITH OUR COMMUNITY ACTION AGENCY WITHIN THE LAST 12 MONTHS, PLEASE ANSWER THE FOLLOWING:

8. What can our agency do to improve our programs and services?

The number of individuals who provided a response to this question: 37
(Contact the DCAA for the individual responses to this question.)